

CHIEF INFORMATION OFFICER

DISTINGUISHING FEATURES The fundamental reason the Chief Information Officer position exists is to contribute to the goals of the City through the use of technology. This includes understanding of organizational issues at the policy level; strategic planning; organizing and leading the direction of several divisions related to all aspects of the City's computer systems including general purpose information systems, geographic information systems, advanced information systems, advanced technology systems, office automation, network support, telecommunications, cable franchise(s), public access, and emerging technologies. This classification supervises the work of several directors and others within the I.S. function. Work is performed under general supervision of the Assistant City Manager.

ESSENTIAL FUNCTIONS

Acts as a catalyst for creating change. Continually challenging existing processes to discover opportunities for service improvement. Promotes the use of technology as a means for improved productivity and improved customer service.

Prepares strategic plans for technology to position the organization to take advantage of and financially plan for emerging technologies. Develops long range strategic plans; makes decisions regarding complex technical and administrative problems.

Accomplishes objectives through innovative management techniques. Establishes strategic goals and directions for Operating Divisions. Fosters employee stewardship in the individual management of Operating Divisions as it relates to establishing policies, procedures, service and technical standards, and division budgets.

Directs and manages professional and technical personnel; observes, reviews and checks the work of staff members to ensure conformance to standards. Directs and evaluates the work of teams, directors, and managers.

Uses a wide variety of complex computer programs and operates an assortment of other office equipment including multiple-line telephones, two-way radios, paging systems, copier and FAX machines that require continuous and repetitive arm or hand and eye movement. Organizes and maintains disc storage and filing.

Contributes to meeting the City's performance goals and plans by taking personal responsibility for overall team results. Includes developing, implementing, and maintaining information systems, telecommunications, computer equipment, and integrating emerging technologies.

Listens and communicates effectively with customers, vendors, the public, subordinates, the City Council, etc. Includes written or oral communication of ideas, strategies, goals, directions, and emerging technologies using clearly organized thoughts, proper sentence construction, punctuation, and grammar.

Personifies leadership by attending meetings of professional societies and speaks before professional and civic organizations on activities; works in close cooperation with other City officials to further the objectives of the City's information systems; supports peers and City senior executives.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Principles, applications, and techniques of electronic data processing systems.
Computer systems design, programming, and operations.
Computer hardware and software systems planning and technical support functions.
Organization, management, and control of complex computer equipment and data processing facilities.
Principles and practices of business and public administration.
Principles and practices of personnel management and supervision.

Ability to:

Perform a broad range of supervisory responsibilities over others.
Establish a plan for and use technical and staff resources.
Work cooperatively with others.
Communicate orally in the English language with customers, clients, and the public using a telephone or in a one-to-one or group setting.
Produce written documents in the English language with clearly- organized thoughts with proper sentence construction, punctuation, and grammar.
Review or check the work products of others to ensure conformance to standards.
Comprehend and make inferences from written material.

Education & Experience

Bachelor's degree in Business Administration or Public Administration and a minimum of seven years recent experience in an information systems managerial capacity or related areas. Considerable demonstrated knowledge of current technologies, principles of data integration and information sharing, and telecommunications methodologies. Demonstrated ability to remain abreast with emerging technologies. Must demonstrate strategic, professional, and technical management skills. Must demonstrate excellent written and oral communication skills. Must be experienced and proficient in using a personal computer, a variety of computer programs, and other office equipment essential to performing daily activities.

FLSA Status: Exempt

HR Ordinance Status: Unclassified